

**National Veterans' Technical Assistance Center (NVTAC)
Homeless Veterans' Reintegration Program (HVRP) Community of Practice (CoP)
Year in Review**

Thursday, December 28, 2023, 3:00–4:00 p.m. ET

NVTAC Staff

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Key Points

- **Introduction**
 - This session highlighted HVRP grantees' program year (PY) 2022 results, NVTAC's observations and new resources, and plans for 2024.
- **HVRP Program Year 2022 Data**
 - NVTAC highlighted the following key data points from PY22:
 - The total number of participants served was 17,389.
 - The total number of participants co-enrolled at American Job Centers (AJCs) was 12,627.
 - The average hourly wage at placement for participants was \$18.34.
 - The placement rate (exit-based) for veterans was 55.2 percent.
 - The placement rate for episodically homeless (exit-based) veterans was 58.7 percent.
- **Last Year at NVTAC**
 - Facilitated peer-to-peer sessions were held between grantees on a regional level and through individual technical assistance (TA). Peer-to-peer sessions will continue to be held for different groups in the new year, and NVTAC encourages grantees to reach out to NVTAC with any specific requests.
 - Throughout 2023, new versions of resources on the nvtac.org website were released (e.g., [Welcome Packet](#), [Program Guide](#), [Find A Grantee Map](#), [Menu of Services](#), etc.)
 - NVTAC Coaches conducted proactive outreach efforts to increase NVTAC's exposure and reach. NVTAC continues to encourage grantees to reach out with requests for training and TA through contact@nvtac.org.
 - Based on grantee feedback, NVTAC's website was continuously updated throughout the year to improve user experience.
 - NVTAC participated in the [HVRP Post-Award Conferences](#) in 2023 to welcome new and returning grantees. Grantees were provided with information about terms and conditions, partners and resources, the Technical Performance Report (TPR) and Technical Performance Narrative (TPN), information technology systems, and incremental funding and closeout.
 - NVTAC developed and released a pre-recorded training module for grantee leadership, ensuring flexibility in learning and access to resources.

- NVTAC distributed the first End-of-Year Survey in November to gather valuable feedback from grantees, ensuring continuous improvement and tailored support.
- **Looking into Next Year**
 - Based on grantee feedback, NVTAC Coaches will enhance support for rural HVRP grantees and grantees serving veterans transitioning from incarceration and additional special veteran populations. NVTAC is committed to fostering collaboration, addressing unique challenges, and ensuring grantees have the resources and support to best serve each veteran participant.
 - NVTAC plans to develop opportunities for high-performing grantees to share their impact, success, and promising practices with other grantees through peer-to-peer opportunities.
 - NVTAC will introduce innovative topics and grantee service trends to keep grantees informed and adaptive.
 - Grantee feedback sessions on specialized topics will foster open communication and allow grantees to share their thoughts, ensuring continuous improvement and responsiveness to grantee needs.
- **Success Stories**
 - As we move into the next year, NVTAC encourages all grantees to share their success stories by emailing them to contact@nvtac.org. These impactful narratives have the chance to be featured in an upcoming NVTAC newsletter. Grantee achievements, contributions, and positive outcomes for veterans are valuable, and we look forward to spotlighting the collective successes of dedicated HVRP grantees. Please ensure that all submissions exclude identifiable information to maintain privacy and confidentiality.
- **Discussion**
 - **Question:** What are some best practices and lessons learned throughout the last year?
 - **Response:** Best practices include utilizing NVTAC coaching and listening to veterans.
 - **Response:** Lessons learned include setting expectations with the veteran about what HVRP and employment involve, ensuring the veterans are heard, and assisting them with their needs through services.
 - **Response:** It was critical for us to work with our community, including the Continuum of Care, and utilize NVTAC resources for training, best practices, information sharing with other grantees, and creating a peer group where we talked about making safe spaces for the veterans.
 - **Response:** We have learned to foster meaningful partnerships. We identified employers and community-based organizations that put their words into action and followed through.
 - **Question:** As an HVRP grantee, what would you like to see from NVTAC next year?
 - **Response:** Organizations with an excellent HVRP program could meet with others struggling to share best practices. Perhaps NVTAC can

spearhead something to encourage grantees to share with one another. Building one-on-one rapport is best, but it might work on a larger scale.

- **Response:** Quarterly sessions for new employees would be beneficial. Since there is a lot of turnover during a grant cycle, it would be nice if all new employees could get on a call together and share things they are hesitant about or discuss any questions they may have.

Conclusion

NVTAC encourages grantees to share feedback and current needs with NVTAC throughout the year. Based on grantee input, NVTAC develops resources and training topics to ensure HVRP grantees have the support they need to best serve veterans. For additional feedback or requests, please reach out to NVTAC at contact@nvtac.org.

You can review the presentation recording through the following link: [NVTAC December CoP](#)